

## The Value of 2-1-1

During the Emergency, 2-1-1 made seven primary contributions

- Expanded the capacity of Emergency Operations Centers (EOC's) by providing trained information and referral specialists and by offering the public an alternative access point for information
- Managed information about availability of services and the status of health and human service organizations and government agencies

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## The Value of 2-1-1

- Identified unmet and emerging needs, helping direct resources to high priority places
- Provided critically needed telephone reassurance and crisis support for callers
- Helped mobilize and manage volunteers and cash and in-kind donation

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## The Value of 2-1-1

- Served as intake points on behalf of government agencies and nonprofit organizations, increasing the efficiency of connecting people with needed help; and
- Offered a sustained connection to help for people whose lives were dramatically affected by the storm as 2-1-1 became part of long-term recovery efforts.

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### Nature of the Calls

The nature of the calls received changed rapidly as communities moved from one phase of the storm to the next:

- Pre-storm- information about evacuation, location and availability of shelter, inquiries from people with special needs, storm preparation for the storm

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### Nature of the Calls

- During the Storm- reassurance, crisis intervention, emergency assistance
- Immediate aftermath- location of essential services (water, ice, food) rescue needs, debris removal, power outages
- Recovery-disaster relief financial assistance, property damage, disaster-caused health issues, disaster-related transportation issues

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### 2-1-1 Community Resources

2-1-1 Community Resources in Orlando, which serves the three counties of Orange, Osceola and Seminole with a combined population of 1.5 million, took 19,551 calls between August 12 and September 20- a 300% increase over their normal call volume.

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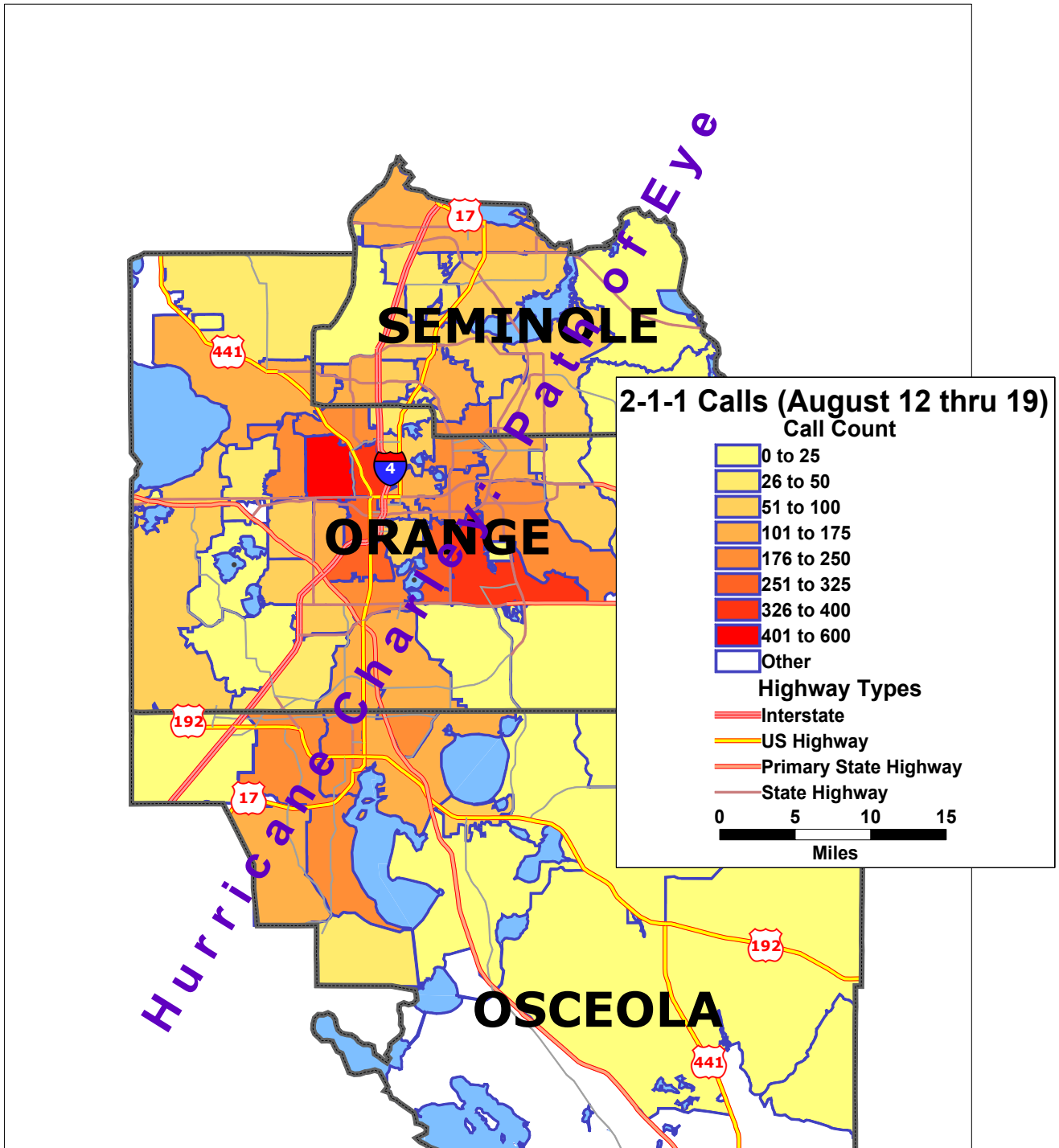
# **2-1-1 Community Resources**

**Statistical Report  
on Calls Received  
from  
August 12, 2004  
Through  
September 20, 2004**

# 2-1-1 Community Resources

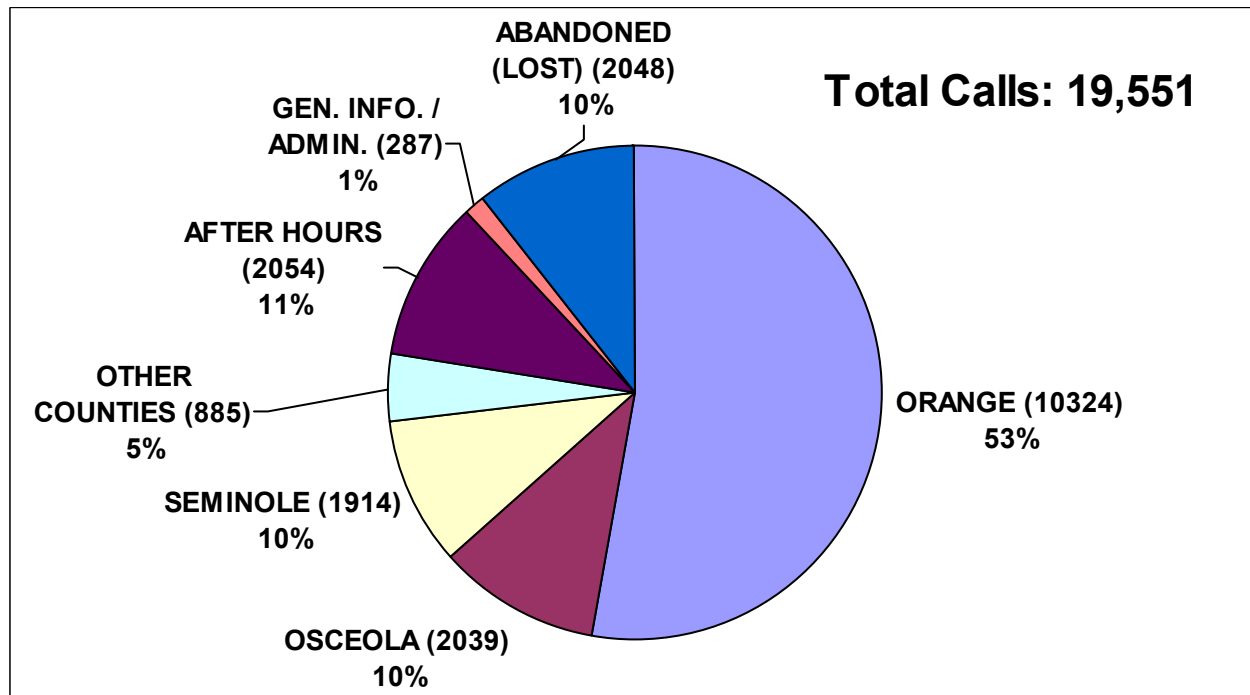
## Hurricane Charley's Path

### Thorough Central Florida - August 2004



## 2-1-1 Community Resources

### August 12, 2004 through September 20, 2004 Call Count by County



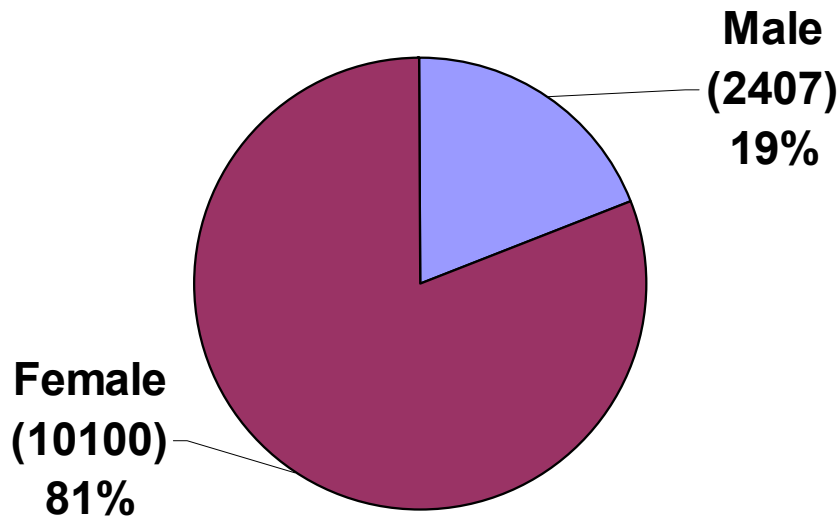
County	Aug 12 thru Sep 20, 2004	Percent of Total	Percent of Population*
ORANGE	10,324	52.8%	11.1%
OSCEOLA	2,039	10.4%	11.3%
SEMINOLE	1,914	9.8%	5.0%
OTHER COUNTIES	885	4.5%	n/a
<b>SUBTOTAL</b>	<b>15,162</b>	<b>77.6%</b>	<b>n/a</b>
AFTER HOURS	2,054	10.5%	
GEN. INFO. / ADMIN.	287	1.5%	
ABANDONED (LOST)	2,048	10.5%	
<b>GRAND TOTAL</b>	<b>19,551</b>	<b>100.0%</b>	

\* Population data from US Census 2000. Formula annualizes monthly calls.

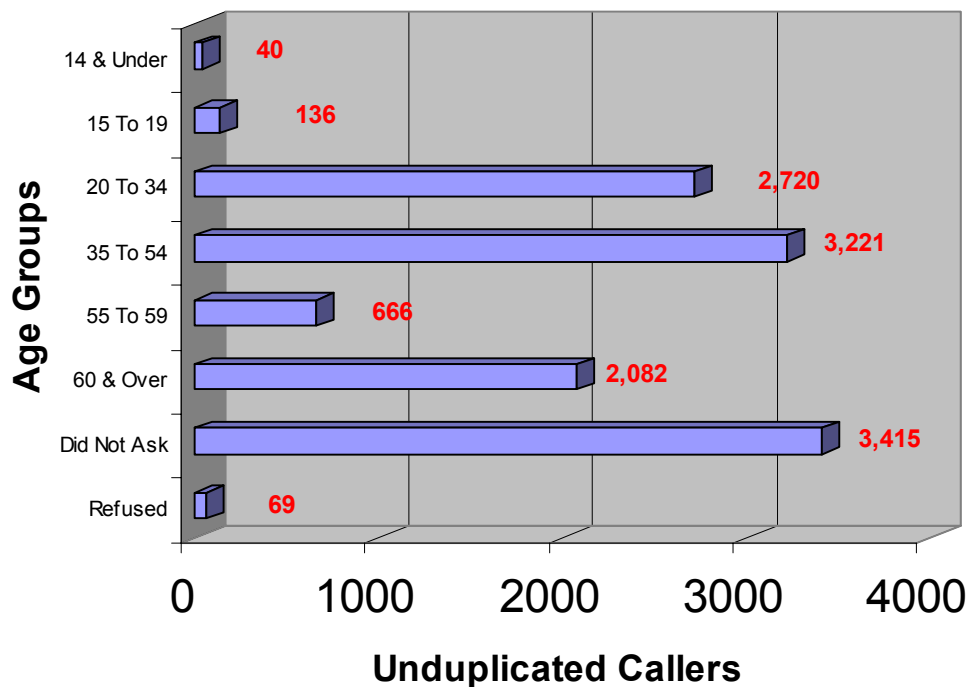
## 2-1-1 Community Resources

August 12, 2004 through September 20, 2004  
Gender and Age Range Distribution

### Gender Distribution



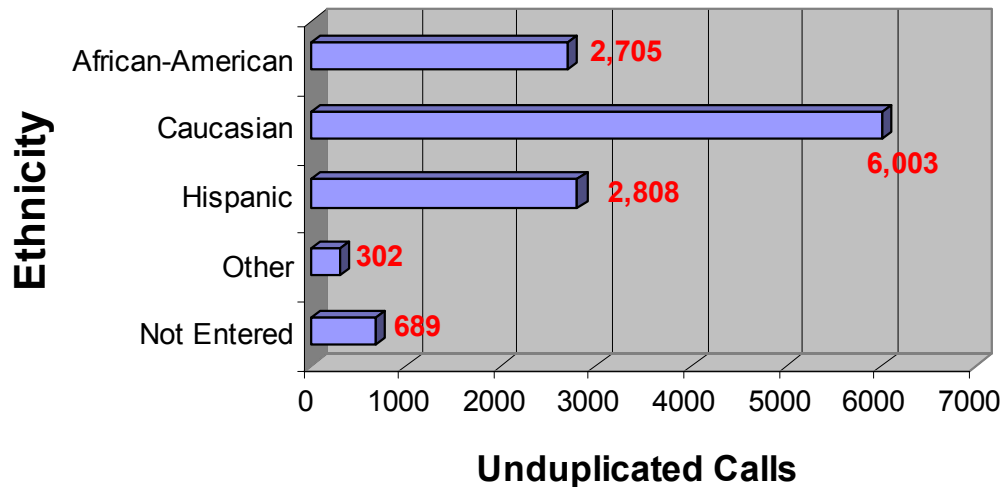
### Distribution of Age Range



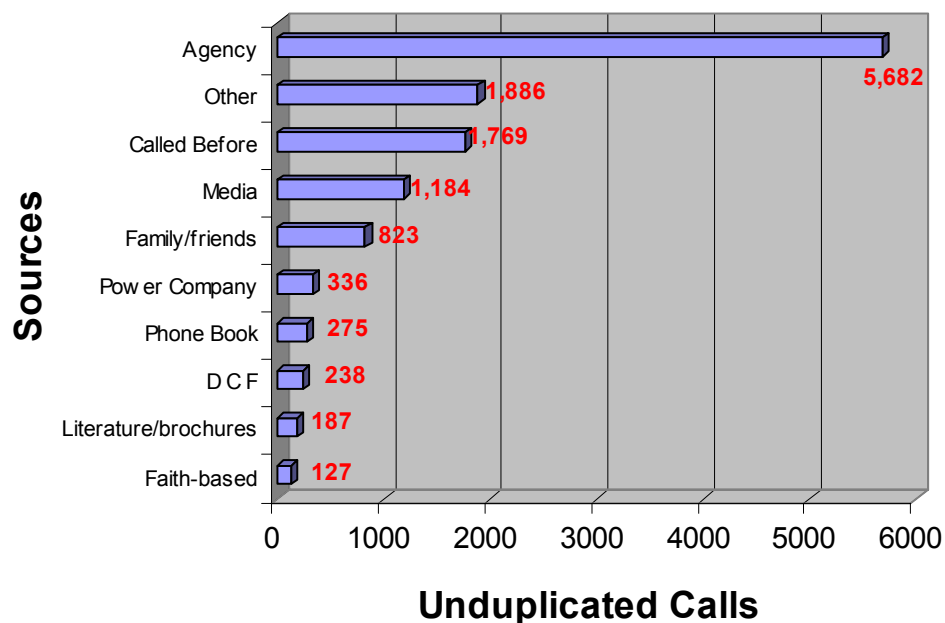
## 2-1-1 Community Resources

August 12, 2004 through September 20, 2004  
Ethnicity and Referred By Distribution

### Distribution of Calls by Ethnicity



### Referred By Source



## **2-1-1 Community Resources**

**August 12, 2004 through September 20, 2004  
Top Disaster-Related Services Requested**

<b>Rank</b>	<b>Disaster Related Call Type</b>	<b>Count</b>
<b>1</b>	<b>Rent, Mortgage &amp; Utility Assistance</b>	<b>3758</b>
<b>2</b>	<b>Emergency Food</b>	<b>2152</b>
<b>3</b>	<b>Disaster Relief Financial Assistance</b>	<b>1484</b>
<b>4</b>	<b>Tree Removal &amp; Clean Up</b>	<b>1223</b>
<b>5</b>	<b>Emergency Shelter</b>	<b>1022</b>
<b>6</b>	<b>Disaster Related Commodity Shortages</b>	<b>890</b>
<b>7</b>	<b>Disaster Related Transportation</b>	<b>722</b>
<b>8</b>	<b>Emergency Water &amp; Ice</b>	<b>597</b>
<b>9</b>	<b>Property Damage</b>	<b>547</b>
<b>10</b>	<b>Power Outage Inquiry</b>	<b>494</b>
<b>11</b>	<b>Disaster Caused Health Issues</b>	<b>373</b>
<b>12</b>	<b>Baby Items Provision</b>	<b>368</b>
<b>13</b>	<b>Housing Information &amp; Referrals</b>	<b>335</b>
<b>14</b>	<b>Legal Representation</b>	<b>213</b>
<b>15</b>	<b>Furniture and Household Items Provisions</b>	<b>110</b>
<b>16</b>	<b>Disaster Preparedness Training</b>	<b>102</b>
<b>17</b>	<b>Employment Related</b>	<b>86</b>
<b>18</b>	<b>Crisis Hotline &amp; Mental Health Services</b>	<b>74</b>
<b>19</b>	<b>Emergency Clothing</b>	<b>41</b>
<b>20</b>	<b>Consumer Fraud Investigation</b>	<b>37</b>



## Hurricane Chronicles

### August 13 to September 10, 2004

- Trial by Wind and Water:
- How 2-1-1 Played a vital Role During the 2004 Florida Hurricanes

Presented by Larry Olness  
Vice President  
2-1-1 Community Resources  
1940 Traylor Blvd  
Orlando, FL 32804

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## Partnerships

Established Partnerships with 2-1-1's for after hours coverage Pre and Post disaster.  
*Atlanta 2-1-1, Tallahassee, Big Bend 211, Jacksonville 211, Crisis Center of Tampa Bay and 211 Tampa Bay Cares.*

Provided Volunteer assistance to American Red Cross and their call center

Consistently sharing community resources with County EOCs (Emergency Operations Centers)

Workforce of Central Florida has assigned seven temporary staff to assist in 2-1-1 post storm operations and recovery.

Second Harvest

Mental Health Association *Mental Health Relief session for 2-1-1 Call Center Staff*

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## Volunteer Assistance

HFUW (Heart of Florida United Way) employees and their family members answering phones

Mental Health Association Staff answering phones

Mental Health Association provided mental health relief sessions for 2-1-1 Staff

SRA (Senior Resource Alliance) sent staff familiar with the client management system to assist on the phones

WPHF (Winter Park Health Foundation) & Patty Maddox lending us Lauren for August and September

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### Extended Resources & Services

Collection of resources & advocate for disaster related needs based calls

Create and implement Emergency Procedures Plan for natural disasters

Helped to implement the HFUW Relief Fund *The HFUW Hurricane Relief Fund, with a \$50,000 gift from The Walt Disney Company, will be used to help people in Orange, Osceola and Seminole counties with living assistance directly related to hurricane recovery efforts, including temporary shelter, food and clothing. Additional contributors are Florida Hospital and Centura Bank*

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### Extended Resources & Services

Able to separate the disaster related calls from standard 2-1-1 calls *This enabled us to utilize volunteers with abbreviated training*

Post Storm Information Update System to update and track available agencies and services pre and post storm

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### Planning & Coordination of Disaster Related Resources via Conference Calls

- FEMA (Federal Emergency Management Agency)
- National VOAD (Volunteer Organizations Active in Disaster)
- FL VOAD (Florida Volunteer Organizations Active in Disaster)
- FLAIRS/2-1-1 (Florida Alliance of Information and Referral)
- EFN (Emergency Funds Network)

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**Multi-Media Exposure**

NPR (National Public Radio)

TV News Stations

Newspaper

Tri county websites

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**Recognition**

- Edyth Bush Charitable Foundation  
\$10,000 grant
- UWA (United Way of America) purchased  
generators for 2-1-1 to keep the call center  
operational, in case of power loss.

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